



Recognition of Great Patient Experience

You Owned the Moment!

This is to recognize:

September 4, 2020

Officer Ardell Francis, Wilmington VA Police

for Owning the Moment through demonstrating the guiding principle of ***Understand and Respond to Needs***. You have exemplified what it means to own the moment by discovering, understanding, and effectively delivering the needs for each Veteran, their families, and/or caregivers.

You Owned the Moment by:

The selfless service and quick action on the part of Officer Francis saved the life of a Veteran on a summer evening back in June. Following up on his professional intuition when something did not seem right with the Veteran's behavior, Wilmington VA Police Officer Francis was able to prevent a homeless Veteran from taking his own life on a busy highway. On reflex, Officer Francis heroically ran onto the highway, narrowly missing passing vehicles, to protect the Veteran. Fellow officers followed suit and leapt into action assisting Officer Francis. Together, these officers of Charlie Squad saved the Veteran's life. In his own words, his actions are a testament to the team culture the department has at Wilmington VA Medical Center.

Connect & Care

Understand &
Respond to Needs

Guide the Journey



Jennifer Purdy

Executive Director of VA PX